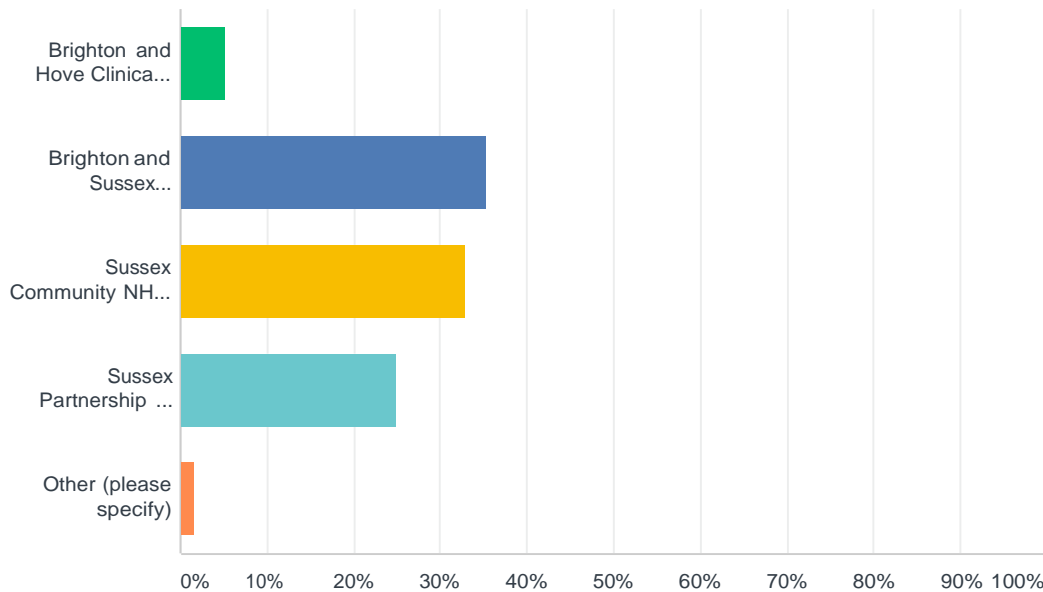


2018 Survey with NHS customers

Which NHS trust do you work for or are most closely associated with?

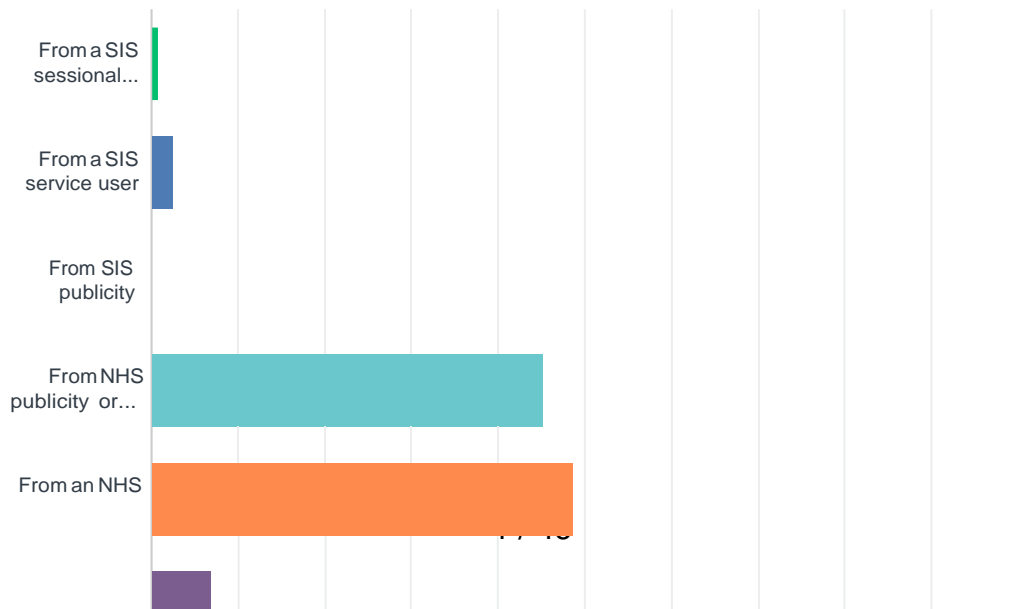
Answered: 116 Skipped: 0

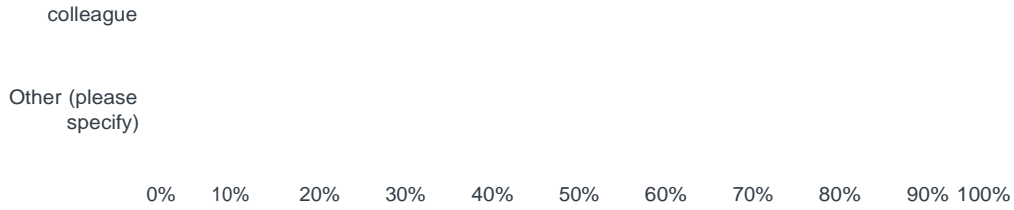


Indicates a fairly good spread across all NHS customers although we would have preferred to have more engagement with primary care providers. A qualitative consultation with GP surgeries was undertaken in 2017.

Q5 How did you find out about SIS?

Answered: 115 Skipped: 1

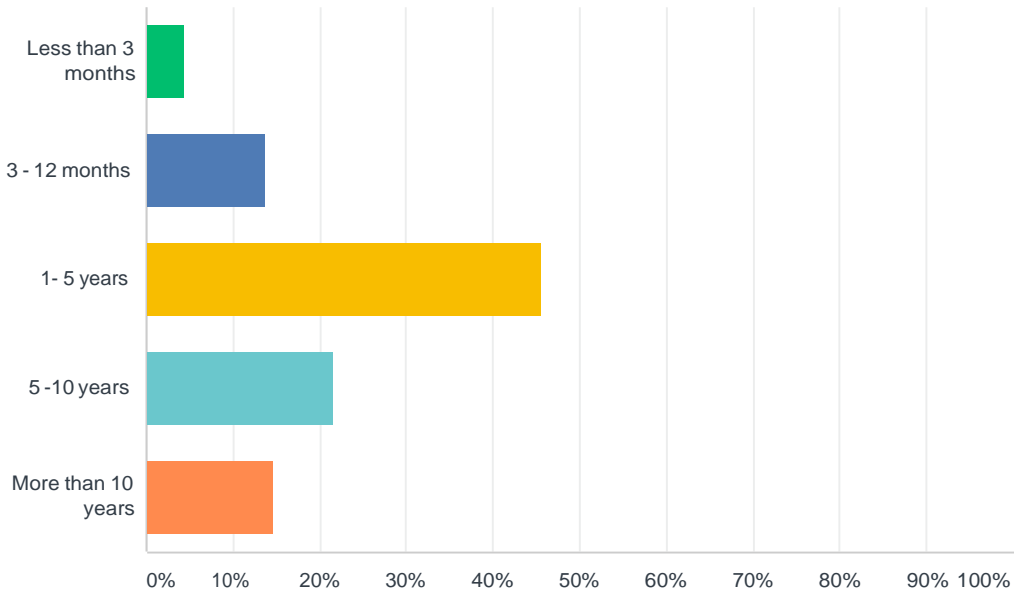




Indicates effective information sharing by our commissioners

Q6 How long have you been using SIS?

Answered: 116 Skipped: 0



Indicates a good level of engagement from many long-term customers.

Q7 What three things do you like best about SIS?

Answered: 87 Skipped: 29

Number of responses	Answer
58	Ease of booking
29	Polite, friendly, helpful, supportive staff
20	Professional, trained, high quality interpreting
18	Reliability
16	Responsiveness
15	good communication
10	Polite, friendly, helpful interpreters
10	Easy to contact
9	Prompt Service

6	Website
5	Short notice, urgent and emergency booking
4	Comprehensive range of interpreters and languages
3	Quick and efficient
3	Punctuality
3	Flexibility
1	Trustworthy

Q8 What three things would you like to see developed by SIS?

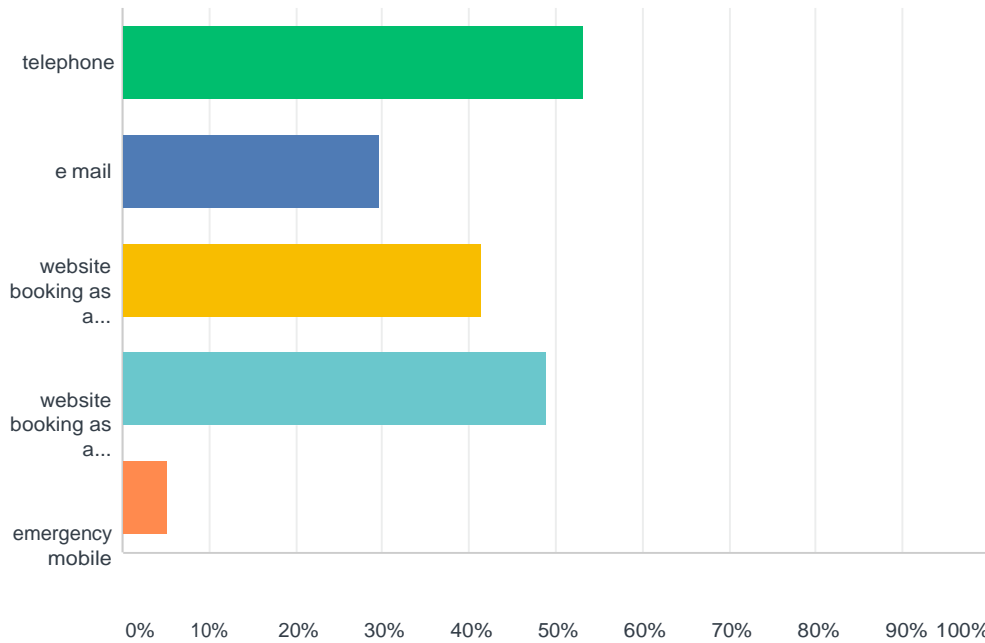
Answered: 49 Skipped: 67

13	Better/quicker confirmation of booking or unmet needs within current work priorities
10	Quicker on-line booking form e.g. retaining information on the system, tracking system ELS
4	Wider variety of languages covered / more interpreters in some languages within current work priorities
4	More translation of leaflets and information to give to clients within current work priorities
2	Can not think of any I think you provide a great service
3	Faster paper translating service
2	being able to get an interpreter to call patients on phone Not possible - CIs are freelance
2	Online booking slots Not possible - CIs are freelance
1	take old names off the drop down boxes- for confidentiality
2	continuity of interpreter if possible this is an allocation priority
1	Interpreters to confirm day before with professional where time allows.
1	Not having to leave telephone messages 4 coordiantors attempt to answer all incoming calls
1	SIS contacting patients if they can't get an interpreter GDPR won't allow this
1	Would rather not have to book future sessions at the initial time of booking not necessary
1	Difficulty understanding the interpreter
1	Good team
1	Sign language
1	SIS providing telephone interpreting SIS promotes face to face as most effective
1	No cancellation fee if patients don't attend
1	Friendlier interpreters
1	Ante natal and Post natal groups SIS provides interpreters at language specific groups
1	Helping people to learn English SIS refers and signposts to local providers

Whilst some Service Providers would like to see improvements to the on-line booking system, there is another majority who are very happy with the system (see Q7). Directing and registering services providers on the E Langserv system should help to manage some of the frustrations expressed here. See Q13 and 14 for further insights

Q10 Which booking methods have you used? (tick all options you've used)

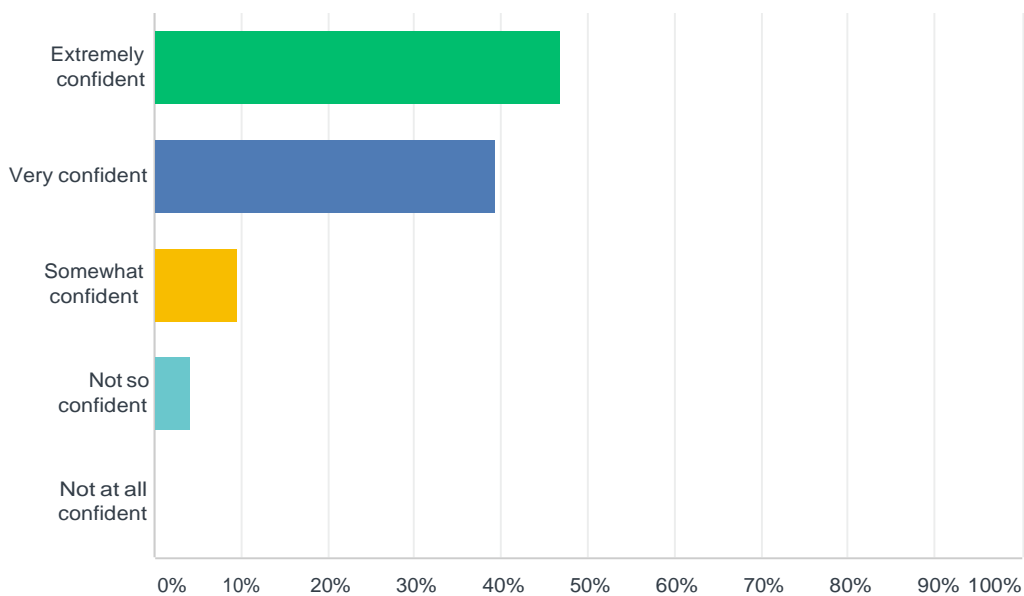
Answered: 94 Skipped: 22



Telephone booking seems unusually high as this is usually restricted to primary care and emergencies only

Q11 How confident are you that SIS will inform you, in a timely manner, about any issues with your booking ?

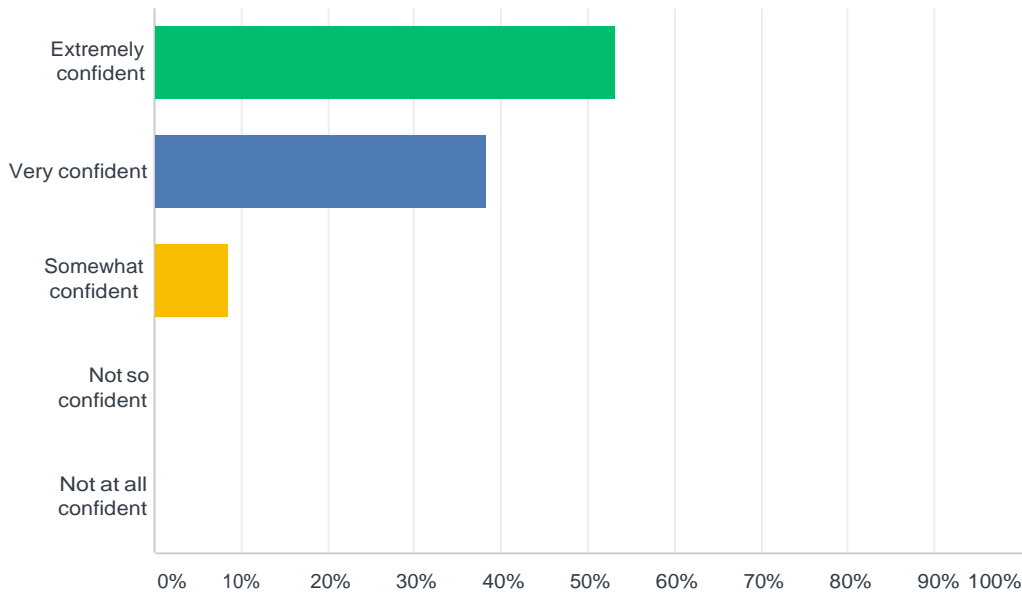
Answered: 94 Skipped: 22



Personalised follow up with the "not so confident" to find out the reasons

Q12 How confident are you that a Community Interpreter will attend the appointment?

Answered: 94 Skipped: 22



This issue has been raised at strategic level by commissioners and work is on going to reduce any incidents of interpreters not attending – SIS has a procedure and policy for monitoring and addressing these performance issues.

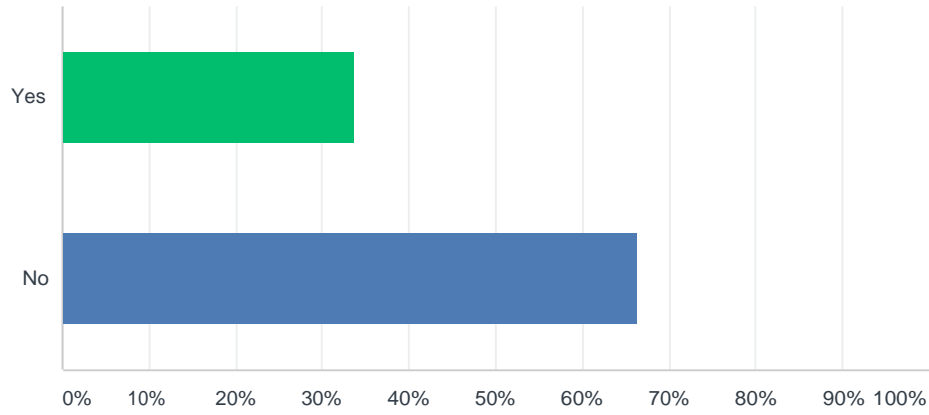
Q13 Please let us know of any ideas of suggestions you have for improving the booking process

Answered: 28 Skipped: 88

#	RESPONSES
2	more efficient booking system that remembers details / has auto fill E langserv has this function
2	As mentioned previously, it would be great to have a system where the appointments already exist, so they are instantly confirmed. Or that we at least know what time of the day or which days a particular interpreter (especially specialist languages) would be available; rather than requesting a date & time which can't be met. It would cut our process down hugely and we won't mess patients around. Interpreters are freelance and this details is unknown by SIS
1	Direct contact with the interpreter to help with finding the venue No possible CIs are freelance
1	The booking form could be less repetitive. All data fields are necessary

Q14 Would you be interested in knowing more about registering for elangserv?

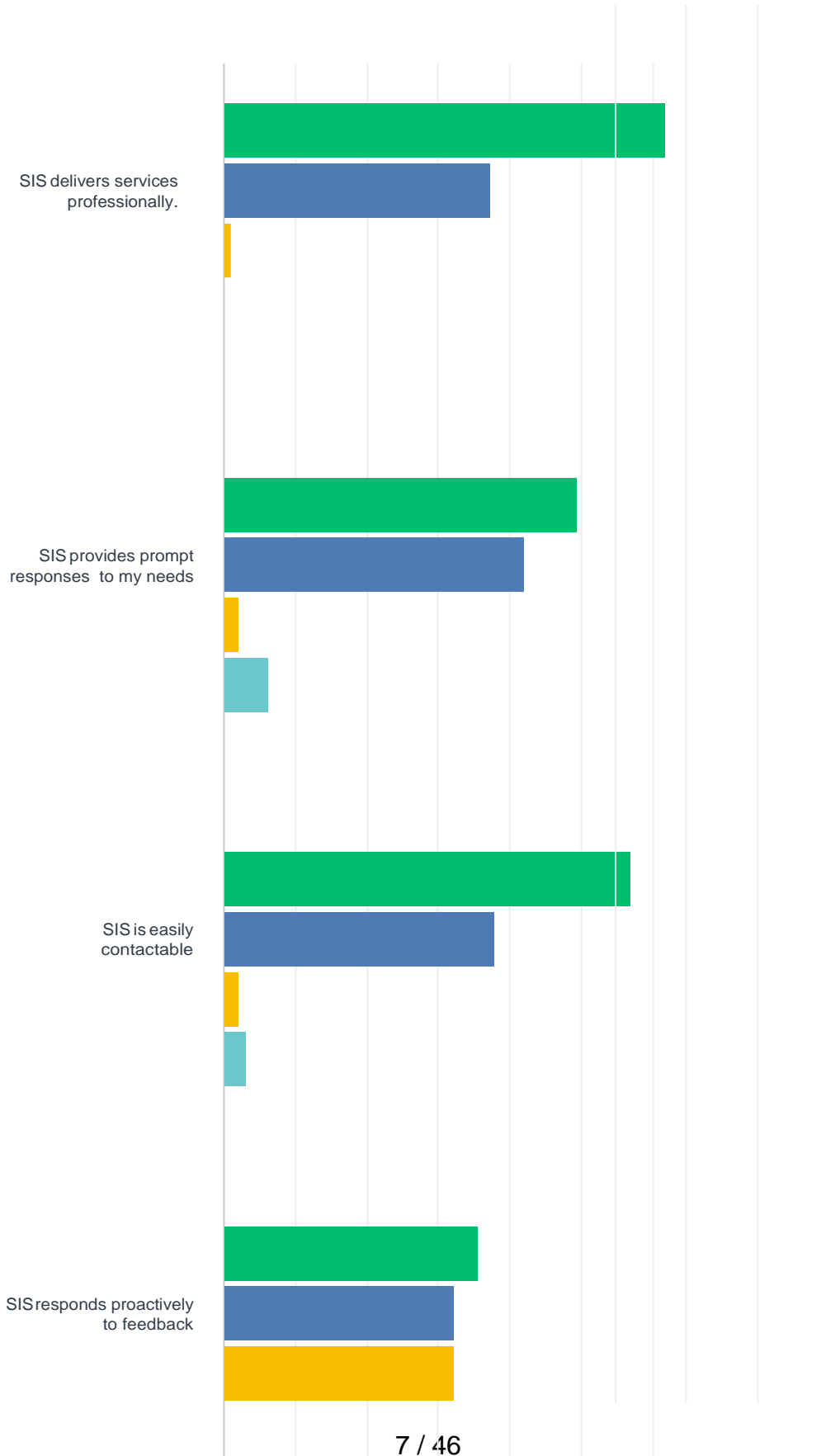
Answered: 92 Skipped: 24

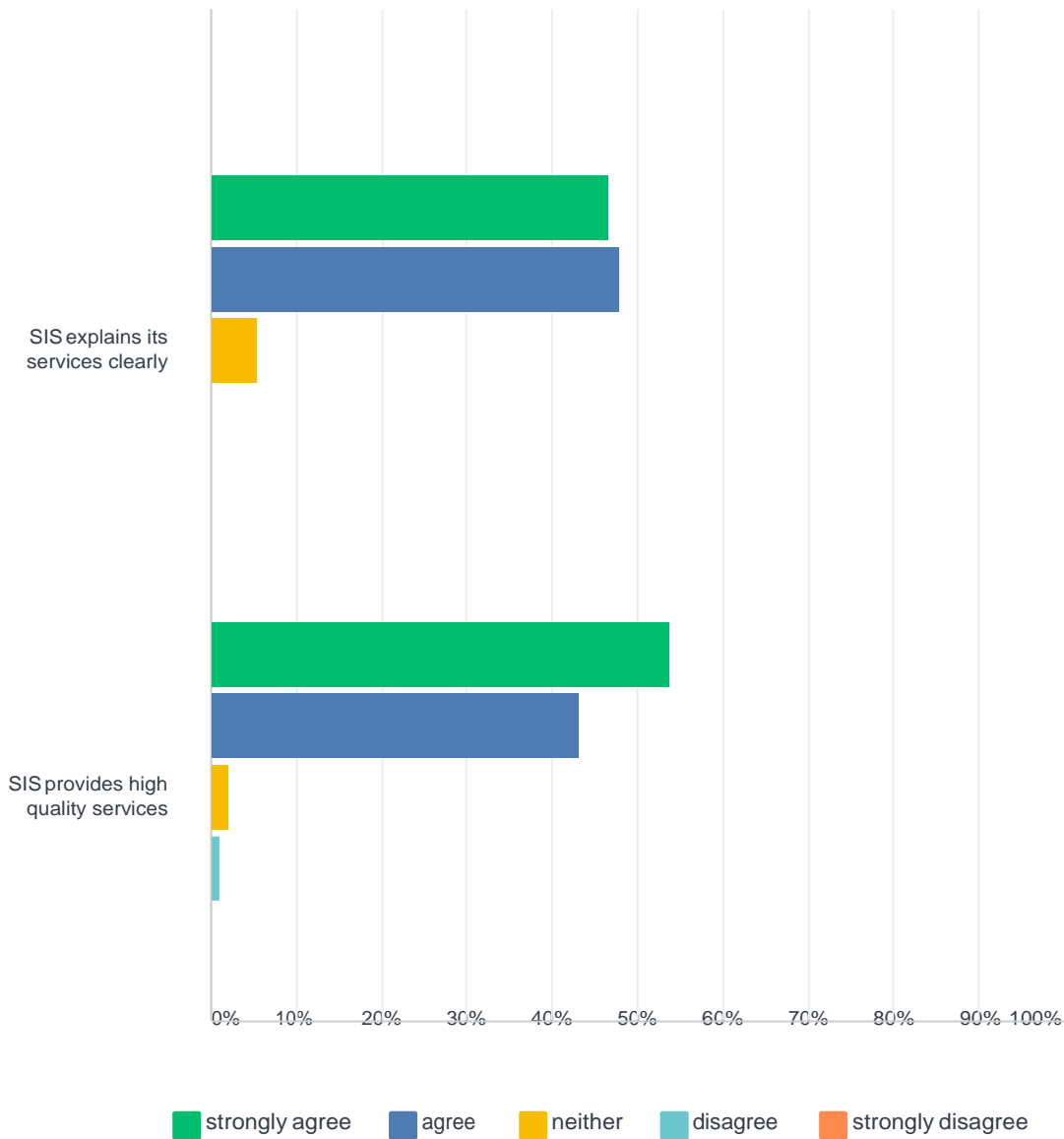


Personalised follow up with “yes” respondents

Q15 To what extent do you agree/disagree with the following statements?

Answered: 95 Skipped: 21





Results indicate generally very high levels of customer satisfaction.

Personalised follow up with respondents who “disagree”

My experience of working with interpreters has generally been very good but occasionally I have experienced that the interpreter and client seem to be talking more and I am not sure what they are saying. **Don't always feel confident that everything is being translated.** [SIS required individualized feedback about specific interpreters to support them in their practice and continuous professional development](#)

SIS have always provided **an excellent service** for the Mental Health Homeless Team and **we would not hesitate to recommend them.**

Please **give more notice when unable to provide an interpreter** or give prior notice an interpreter is not currently available. Perhaps offer telephone consultations in this instance. It can be extremely difficult to make alternative arrangements with just two days notice. [This is a current work priority](#)

The Admin staff are excellent and have been **really helpful**. The interpreters are **friendly and professional**. I have had problems with trying to get specific interpreters booked for assessments for our patients e.g. Pashto, Tamil, etc. It would be **helpful to know beforehand what days & times you can offer**, rather than us requesting dates which then get cancelled, requiring us to make another request. Maybe you could provide a list on your website of the languages that you can't

provide any time during office hours e.g. "limited Pashto interpreters, please call Admin staff for availability". [The suggestions isn't possible with freelancers but we are working on alternative options and continuing to recruit in hard to meet languages](#)

We find it very frustrating that despite sending a booking form weeks in advance it is almost always [left to the last-minute to confirm](#) whether an interpreter has been booked (very often we are asked to outsource and as it is so last-minute we are left with very little option but to accept). This last minute booking impacts us in time and cost (the GP attending, booking of a clinical room) not to mention the inconvenience to everyone if the clinic has to be cancelled because no interpreter is available. [This is a current work priority](#)

just a [great service](#) for patients and clinics

[Document translation service is not available as an urgent or fast service](#). The last time we enquired it was a 14 day wait and we had to see the patient within 5 days and have a grasp of the past medical history which all required translation. [Not our area of expertise and not covered by our core contract with NHS but as an additional spot purchase service, we can signpost to alternative providers with this expertise.](#)

N/A

[Very happy](#) with the service

I think [phone contact in the past has been a little difficult](#), but very rarely need to contact via phone.

When we requested a specific interpreter and another one was booked by mistake SIS were quick to ring and inform us and even managed to change the interpreter to the one the patient wanted. [Great service.](#)

[Quicker response](#) to a request for an interpreter

none

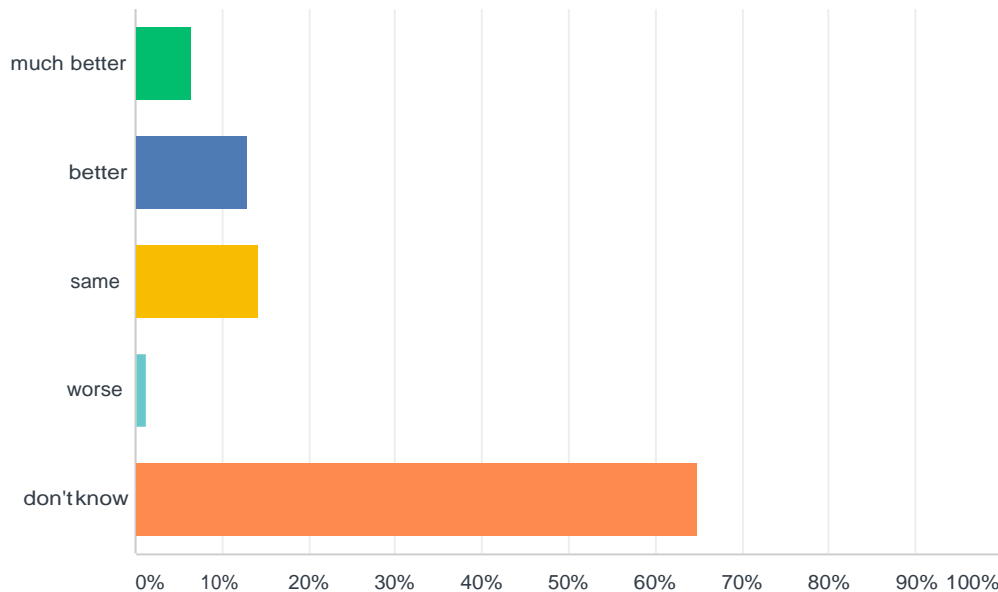
Again [quite happy](#) with existing service

I have encountered many problems with SIS on more than one [occasion the interpreter has not interpreted what I have said the the patients](#) - if a family member had not been there I would not have known this, [SIS required individualized feedback about specific interpreters to support them in their practice and continuous professional development](#)

Thank you to the amazing team at SIS - [you make life so much easier for patients and professionals alike.](#)

Q16 If you have used another interpreting service how does SIS compare?

Answered: 77 Skipped: 39

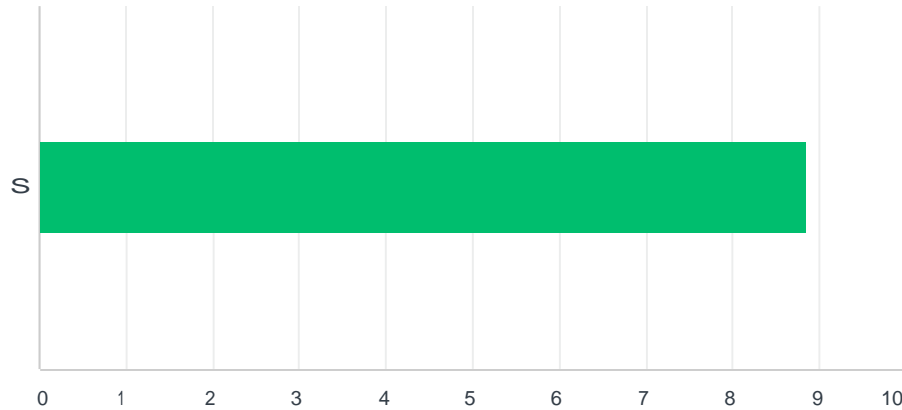


#	PLEASE USE THIS SPACE TO PROVIDE ANY FURTHER FEEDBACK ABOUT SIS OR ANY SUGGESTIONS FOR IMPROVEMENT	DATE
1	The Mental Health Homeless Team have found SIS interpreters to be essential in carrying out their assessments. Interpreters have also provided invaluable cultural advice, helping clinicians to better assess their client's mental health.	5/1/2018 10:50 AM
2	Advise if an interpreter is not currently available and advise earlier if unable to provide an interpreter. Offer telephone consultation if an interpreter could be available for this. A current work priority	4/30/2018 10:32 AM
3	SIS take longer to confirm the booking, and have sometimes struggled to provide an interpreter.	
4	. A current work priority	
5		
5	We do not use other services	4/26/2018 10:29 AM
6	I like the option to use online rather than having to phone up.	4/26/2018 9:56 AM
7	Only used SIS	4/26/2018 9:35 AM
8	Not used another service	4/26/2018 8:39 A
10	I have only used this service as part of my job role as you are contracted to us.	4/25/2018 3:58 PM
11	I have only used SIS Just to have a quicker response when booking an interpreter. Its hard to re-organize visits when an e mail arrives 3 days before a referral that was completed 2 months prior saying sorry we cannot provide you with an interpreter	4/25/2018 3:03 PM
12	none	4/25/2018 2:54 PM
13	I have only ever used SIS	4/25/2018 2:12 PM

Q17 On a scale of 1 to 10 stars, how likely is it that you would

recommend SIS to a colleague? where 1 is not likely at all and 10 is extremely likely

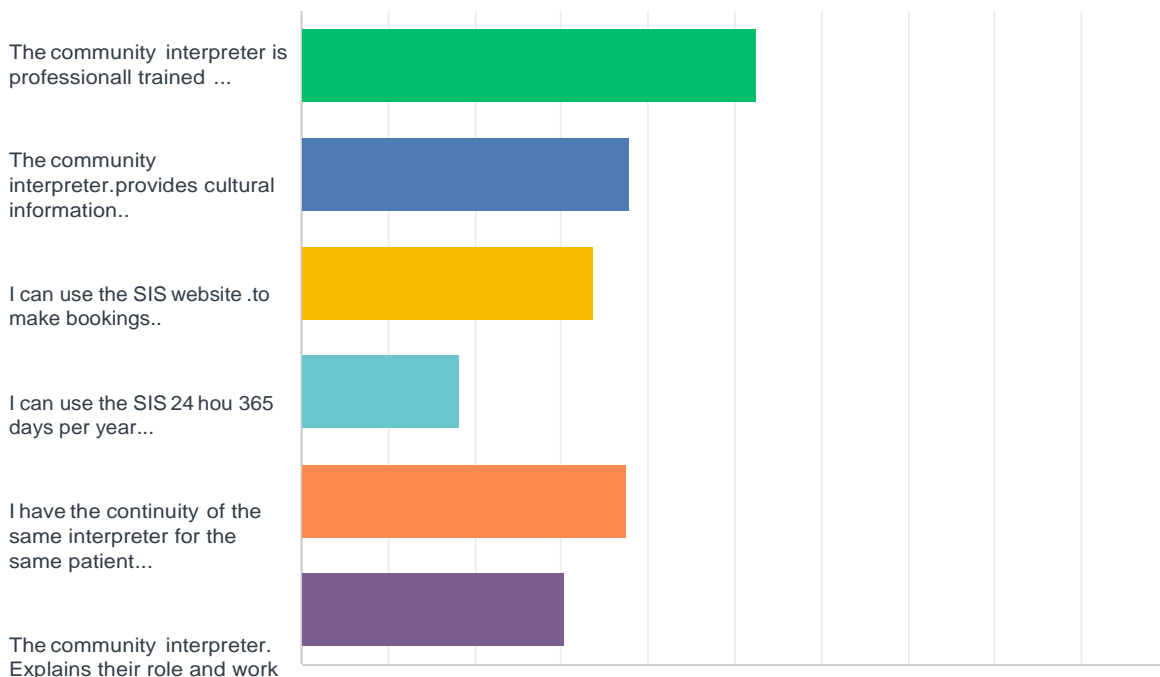
Answered: 92 Skipped: 24



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
S	4.35%	0.00%	2.17%	0.00%	0.00%	1.09%	3.26%	16.30%	15.22%	57.61%	92	8.84
	4	0	2	0	0	1	3	15	14	53		

Q19 When using Community Interpreting Services, how much do the following factors matter to you? Please number the following choices in order of importance, with your top choice as 1, and the least important as 6.

Answered: 28 Skipped: 88



These priorities are the same as for previous years.

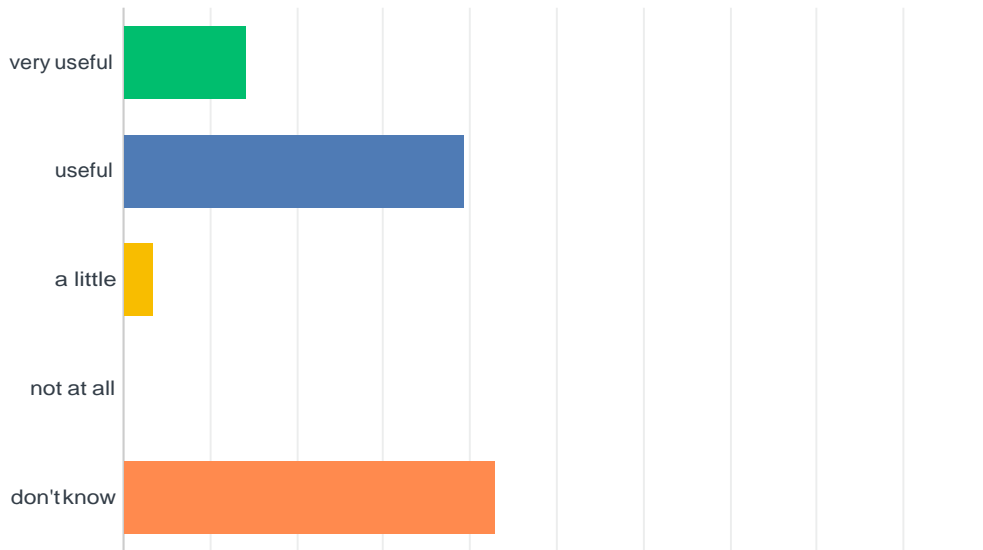
Q21 If possible please provide an explanatory comment or case example for the most important factors from Question 19 & 20.

Answered: 8 Skipped: 108

#	RESPONSES	DATE
1	Having continuity of interpreters make such a difference to patients. To see them recognise the interpreter when they may be feeling anxious about an appointment is a good thing to see. It is also nice for me when the same faces are coming into my clinic as I have built a relationship with them too. I think this makes the patients more comfortable too.	5/5/2018 10:10 AM
2	I worked with a family who had a baby on a Child Protection Plan. Dad did not speak any English. It was important to him to have the same interpreter and this ensured we had an effective relationship in safeguarding the child.	5/4/2018 12:26 PM
3	That the interpreter stays with my conversation and does not go off on a tangent and that they translate everything I say not just what they thing the client should know.	
4	We had booked interpreter for a hospital appointment, patient failed to attend, interpreter spoke to other staff but not us.	5/3/2018 11:42 AM
5	I required an interpreter for antenatal care and I saw the same interpreter for checks, the woman was relaxed and chatting to the interpreter on the second appointment	5/1/2018 2:45 PM
6	Important for clarity of role and responsibilities	4/26/2018 6:50 PM
7	Sensitivity & understanding of psychotherapy means that it must be very confidential & represent the clients view not an interpreter's view of the issues. Nuanced communication as well as what is overtly said is important. Needs to be the same interpreter every time for a client to feel safe/develop trust.	4/26/2018 4:09 PM
8	It is important that the interpreter is professional particularly in relaying exactly what is being said , rather than explaining further or adding to the information. It is important that this happens in all cases but particularly when working with people who may not have capacity to make decisions. When using an interpreter for a mental capacity assessment it is essential that they interpret exacting what the person says. I find it very helpful when interpreters are clear about their role at the beginning - some people may get confused and see the interpreter as a friend.	4/25/2018 4:50 PM
		4/25/2018 2:25 PM

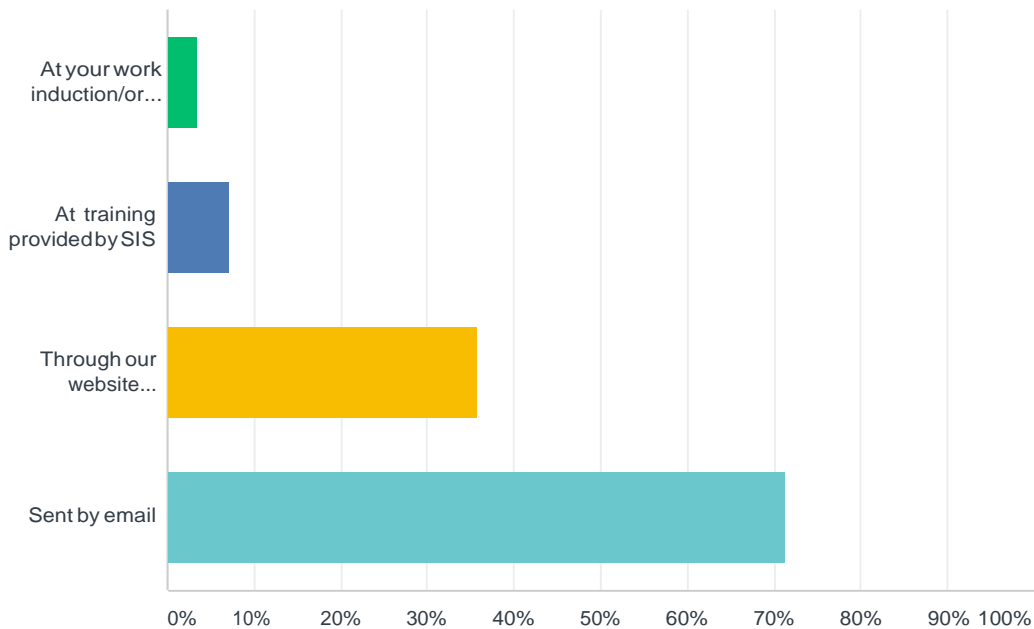
Q22 How useful are the SIS Guidelines for working with Community Interpreters and Preparations Checklist?

Answered: 28 Skipped: 88



Q23 How would you prefer to receive these guidelines or other information about effective use of SIS Community Interpreters?

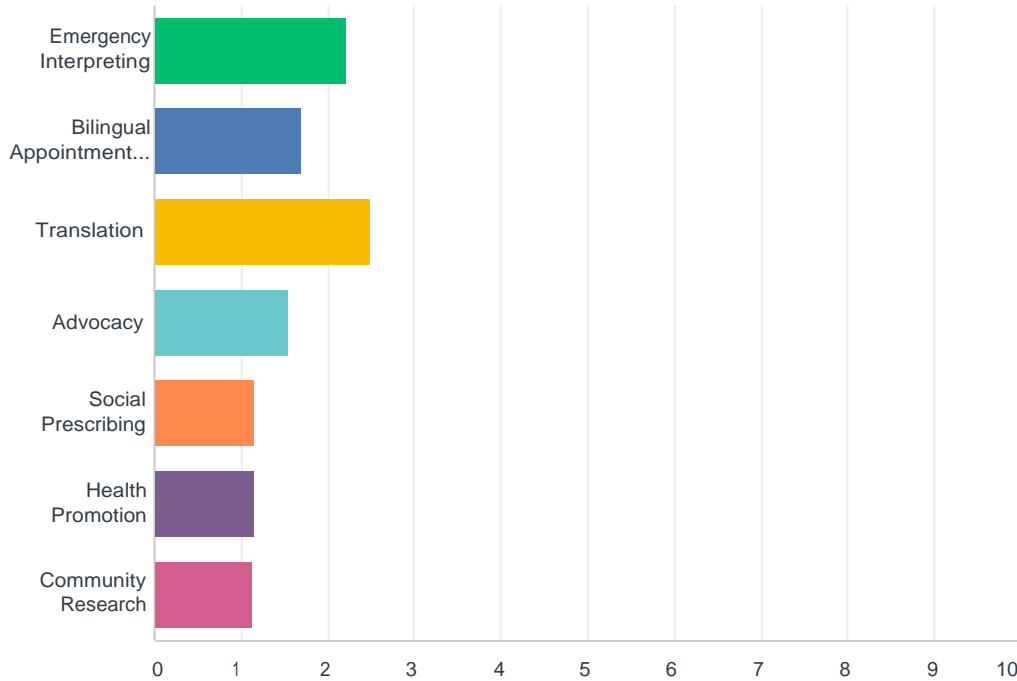
Answered: 28 Skipped: 88



We will consider attaching the “Summary Guidelines” to the confirmation e mails sent to practitioners.

Q24 What is your level of knowledge about SIS's other bilingual services?

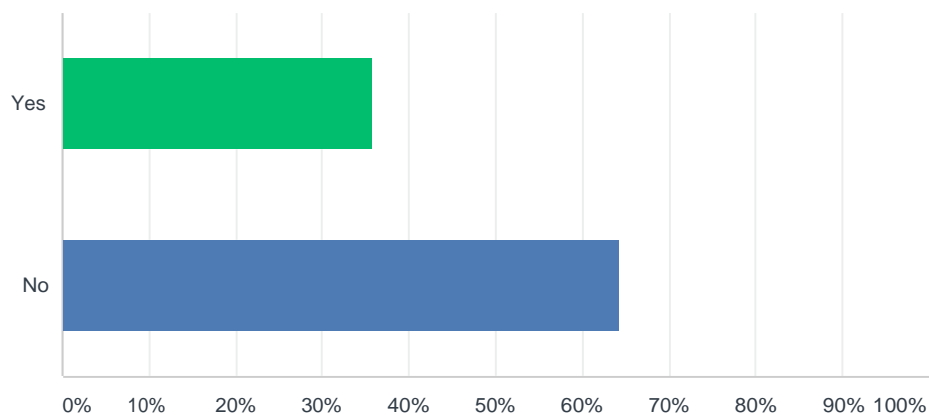
Answered: 27 Skipped: 89



Lower than expected levels of knowledge about SIS additional services. We will be considering a marketing campaign to raise awareness of our holistic approach to language support. A further question indicated SPs do not want to have a meeting or briefing about these services. Services that responded yes will be contacted individually.

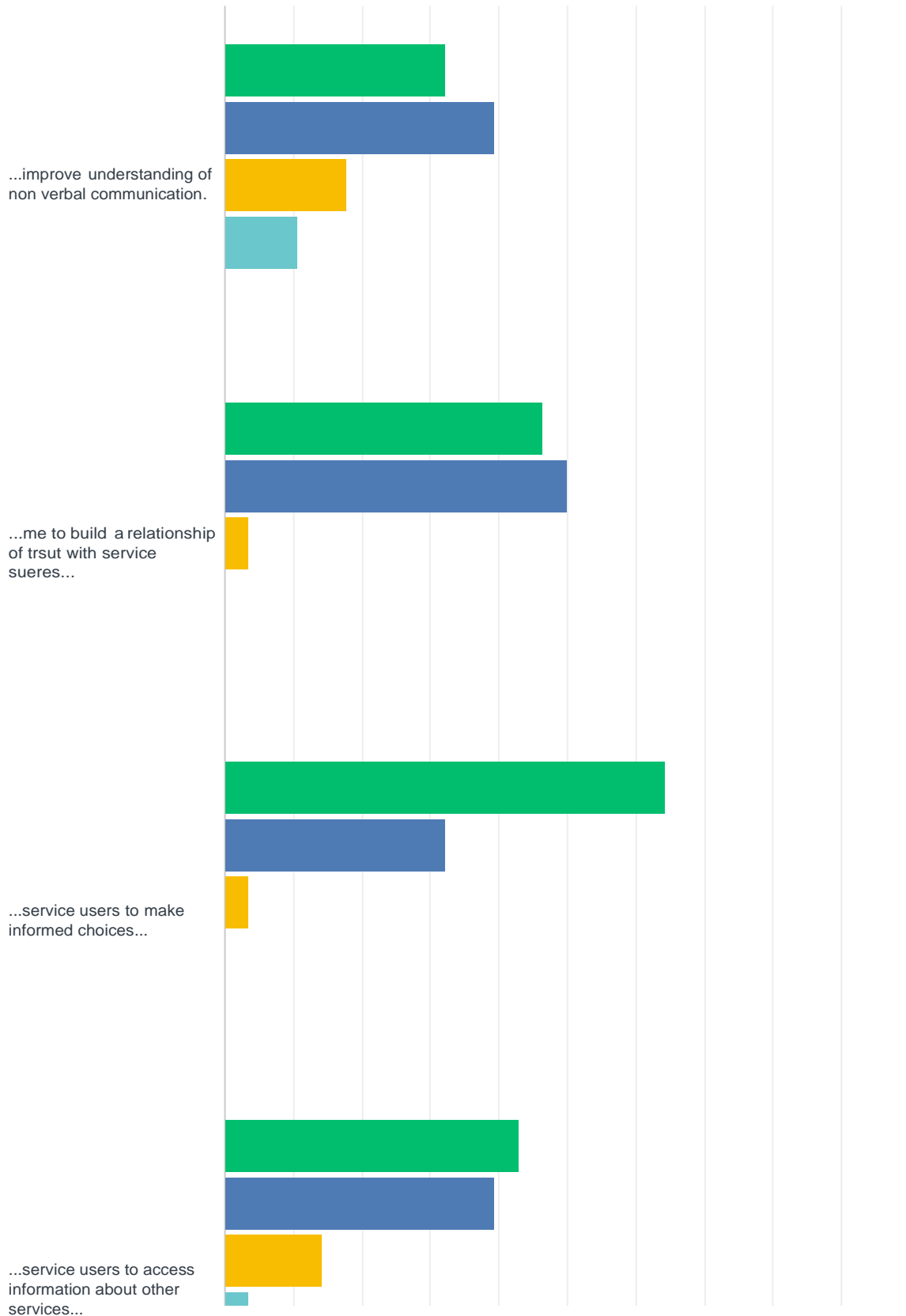
Q25 Would you would like SIS to contact you or your team to provide further information or a briefing about these additional services?

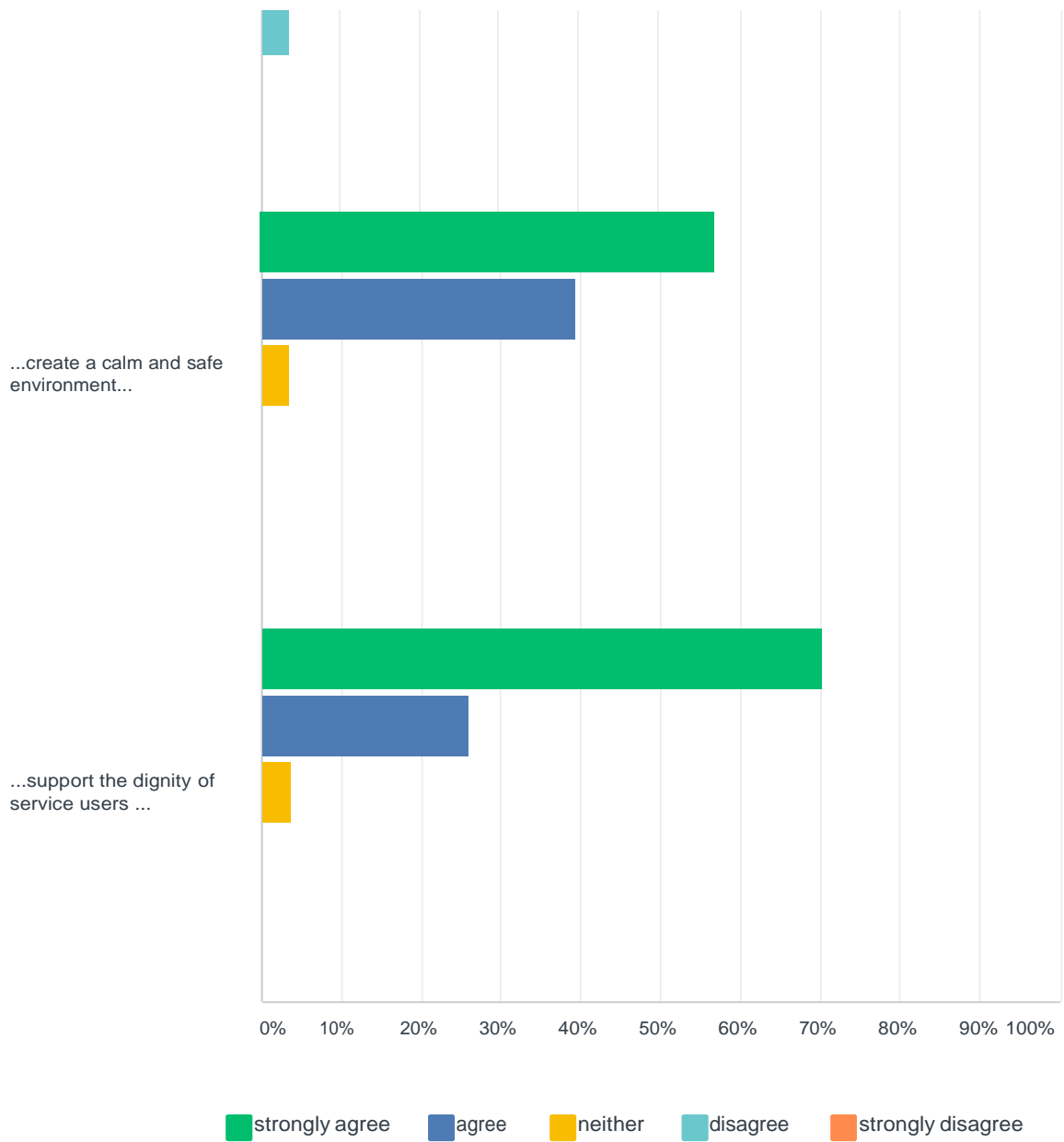
Answered: 28 Skipped: 88



Q26 To what extent do you agree/disagree with the following statements. Working with a SIS Community Interpreter helps....

Answered: 28 Skipped: 88





Results support other information provided about our impact on services and individuals